

## Viewing Previous Requests

With a click of the mouse, you can see all work orders currently in the system for your login (requestor).



To View a Previously Submitted Work Order:

1. Click on Work Orders in the menu bar.
2. Click on the Open Work Orders, Closed, or All tab to view your work orders in one of these groups.
3. Click on a Work Order Number to view the details of the request. Notice that you can add to the description of the work order, print the work order, and add an attachment to the work order.
4. Click on Back to Your Work Orders to close the detail view of a previous request and return to the list view.

The table below provides a description of each of the fields contained in a work order.

Work Order Fields	Description
Field Name	
Summary	A brief statement of the problem, issue, or request.
Type	General identifier for the request (e.g., hardware, software, configuration, training, etc.)
Subtype	More detailed identifier for the request (e.g., failure, upgrade, etc.)
Category	Greatest level of detail for the request (e.g., PC, Macintosh, hard drive, memory, monitor, etc.)
Requestor	Name of the user submitting the work order.
Date Entered	That date that the request is received is recorded here.
Priority	Set a priority code based on your company's business rules and Service Level Agreements (SLA) commitments.
Date Due	Enter or edit the date that the request should be completed.
Technician Assigned	The name of the technician assigned to resolve the work order.
Date Assigned	The date and time that the request was assigned to a technician or specialist for resolution.
Completed Date	The date and time that a resolution was reached.
Description	Text entered by requestor to describe the problem or request in more detail.
Resolution	A short description of what was done to resolve the issue. This field may include the requested completion date.
Status	The current condition of your work order (e.g., unassigned, assigned, completed, etc.)
Asset ID	A unique identifier for your specific asset.